

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



April 17, 2019

Kelly Brown
2-1-1 Director
Interface Children & Family Services
4001 Mission Oaks Blvd, Suite I
Camarillo, CA 93012

SUBJECT: Initial CPUC questions regarding disaster-only 2-1-1 proposal

Dear Ms. Brown:

The Communications Division (CD) of the California Public Utilities Commission (CPUC) has performed an initial review of your submitted proposal dated March 29, 2019. We thank you for your interest in providing disaster-only 2-1-1 service in the areas of California currently unserved by 2-1-1 dialing.

After reviewing your application, CD has the following questions and concerns which require your response:

1. Regarding your response to Question 2.8, who are the "trusted 2-1-1 providers"? Please provide a list of these providers, even if non-exhaustive.
2. Regarding your response to Question 2.10, the recording as proposed is insufficient. The recording must be able to forward the caller to the appropriate responder in some fashion. How do you propose to do this?
3. Regarding your response to Question 2.13
 - a. Again, who are the "trusted 2-1-1 providers?"
 - b. What is the United Way Worldwide network system?
4. Regarding your response to Question 2.15, TTY is mentioned. What about TDD (telecommunications devices for the deaf) services?
5. Regarding your response to Question 3.2 (database):
 - a. iCarol is used for 13 counties while Wellsky is used for one county. Your application mentions that your agency manages 2-1-1 services for 22 counties. What is used in the eight remaining counties?
 - b. What is Wellsky?
 - c. It states that initial set-up fees are \$2,000 per county and ongoing fees are \$1,000 per year per county. What do these fees pay for?
6. Regarding your responses to Questions 3.3 (cloud telephony) and 3.4 (text messaging), what do these fees pay for?
7. Regarding your response to Question 3.5 (disaster preparedness activities), while monthly and quarterly meetings may keep participants updated to the latest developments, they

can be exhausting and lead to drop-offs in participation over time. Please explain why you propose to meet so often.

8. Regarding your response to Question 3.6 (website):
 - a. Does the website provide any means for visitors to provide info to responders? If so, how?
 - b. Why are the ongoing costs more than the setup costs?
9. Regarding your response to Question 3.7 (miscellaneous):
 - a. On page 12, what is a “local lead agency” and how is that determined?
 - b. On page 13, please elaborate on these funding streams. What are these funding streams?
10. Regarding your proposed budget:
 - a. Please explain the “indirect .15” line item under “Total Expenses.”
 - b. Please explain in detail the “fringe benefits” line item under “Total Staff Expenses.”
 - c. Please provide greater details and break down your listed costs. For example, please provide detailed line items for the database systems regarding setup, maintenance, subscription fees, etc. Please attach any necessary supporting materials for us to understand your response.
 - d. In accordance with SB 1212, the CPUC may only pay for staff time spent on implementation. Only staff positions involved in disaster-only 2-1-1 implementation may be included in the proposed budget. Please explain how the staff expenses identified in Years 2 and 3 are implementation expenses.

Please respond to these inquiries by **close of business Tuesday, April 30, 2019**. If you have any questions or concerns, please contact me by email at chasel.lee@cpuc.ca.gov or by phone at (415) 703-2844.

Sincerely,

Chasel Lee
Regulatory Analyst

CC: Eric Van Wambeke
Joanne Leung
Karo Serle